

## MQIT MEETING MINUTES

Meeting Chair:  
Sheri Dawson

Attendees: Laura Richards – R1, Angie Smith-R2, Ann Tvrdik-R3, Amy Sturchura-R4,  
Dean Settle- R5, Sharon Rathbun-R6, John Murphy – R6, Sheri Dawson, Bob Bussard,  
Don Reding, Lisa Christensen, Carl Chrisman

Meeting Date:  
June 3, 2010

Meeting : MQIT

Attachments: 1) MQIT Fix Grid 6-3-10.xl; 2) NBHS Clinical Review 05-2010.xls

Topic/Issue	Discussion	Recommendations/ Action	Resp. party	Due Date	Status
<b>Welcome and Start Up</b>	Review of minutes	Approved			Complete
<b>Follow Up and Status Reports</b>	Magellan Review of Authorization Modification Request Log <ul style="list-style-type: none"> <li>There were 49 auth mod requests for May 2010</li> <li>See attached MQIT Issue Resolution Matrix for details</li> <li>Of the cases that did not generate an auth #, 74% were related to eligibility timing/changes</li> </ul>	No specific action at this time.			Complete
	Magellan Review of Phone Statistics April and May 2010 <ul style="list-style-type: none"> <li>There were over 12,000 calls avg/month</li> <li>Magellan met their goals for average speed of answer and call abandonment rate for both CSA's and Care Managers.</li> <li>After checking with Magellan Corporate, there currently isn't a specific way to provide a statistic on a range of call time or break out the # of reviews provided during one call by a Care Manager.</li> </ul>				Complete
	Discharge Process for Hospitalizations levels of Care and the Region 5 Crisis Center <ul style="list-style-type: none"> <li>Magellan Corporate continues to review options.</li> <li>Providers are reminded to continue to work toward a current and timely discharge process within their agencies. The reason this is so important is that when counting persons served individuals with late discharges are counted as an open record. We appreciate everyone's attention to a timely process.</li> </ul>	Don will report identified options to DBH for consideration and costs.	Don	July mtg	
	Administrative Discharge Pilot Follow Up <ul style="list-style-type: none"> <li>Region V Crisis Center has completed the review of the Magellan report for its pilot and has approved the list for Magellan to test the discharges.</li> </ul>	Magellan will continue with Phase I of the	Don	July mtg	

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		administrative discharge.			
Appeals Process/Peer Review Report	<p>Lisa Christensen reviewed the Magellan NBHS Clinical Review Activity Report.</p> <ul style="list-style-type: none"><li>There were no reconsideration level reviews for DBH for May 2010</li><li>Reconsiderations are with a different psychiatrist and do not require submission of additional clinical criteria (although they can) than the peer review so providers are encouraged to pursue all levels of appeals on behalf of the consumer.</li><li>The most recent appeals process information is posted on the Magellan website.</li><li>As a result of feedback, Magellan did extend the time frame for peer review.</li><li>Statewide there were 22,215 total auths. Of the cases 208 that went to peer review, 81 or 38.9% were authorized.</li></ul>	Providers are encouraged to utilize the pre-coded notes (outline of topics for Care Manager reviews) to assist with obtaining initial authorizations. Pre-coded notes have been sent previously to providers and are available on the website.		Complete	
MQIT Review –Discuss continuing for FY10-11	<p>The group reviewed strengths of MQIT</p> <ul style="list-style-type: none"><li>Very helpful in terms of educating stakeholders on Magellan and DBH processes as it relates to data and reports</li><li>Helpful to problem solve as a group of stakeholders</li><li>Systematic analysis of processes and needed changes</li><li>Communication with providers and regions</li></ul> <p>Opportunities for improvement for MQIT</p> <ul style="list-style-type: none"><li>Change the date to later in the month to allow Magellan to provide copies of reports ahead of time</li><li>Continue to provide highlights and summaries of reports rather than reviewing all details</li></ul>	Continue MQIT monthly for FY10-11 but identify a date later in the month.	Sheri and Magellan	July Mtg	

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Misc	GAP has training scheduled in June 2010  Discussion on issues regarding the Medicaid policy for inject able medication and impact to consumers already on a medication and concerns about changing the medication in the community settings.	DBH/Magellan and Medicaid have a meeting scheduled to review the policy and discuss the issues.	Sheri and Magellan	Mtg was set in June but now moved to July	
May Minutes Follow up	Bob highlighted the tip for social security number entry and changing spelling of names in the Magellan database is now included in the provider manual.  Region 2 still requests a phone conference regarding the Re-registration and Compliance Report		Bob	By next mtg	Complete  ?

Respectfully submitted,

(Name of minute's taker)

(Date)

(Name of Chair)

(Date)